MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2018 /2019

BRS2814 – RECRUITMENT AND SELECTION

(Distance Education)

13 OCTOBER 2018
2:30 p.m. – 4:30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **3 pages**, excluding this cover page.
2. **SECTION A:** 20 True/False Questions. Answer ALL questions (40 marks).
3. **SECTION B:** 6 Essay Questions. Answer ALL questions (60 marks).
4. The total marks for this exam is 100 marks.
5. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

SECTION A: True/False Questions

There are 20 statements in this section.

For each statement, please indicate if it is 'True' or False' by writing 'T' or 'F' beside the question number in the answer booklet.

Each statement is worth 2 marks.

1. Manpower planning is not part of staffing activity.

2. Staffing strategy requires making key decisions about acquisition, deployment, and retention of a company's workforce.

3. Person/job match refers to a situation where the candidate characteristics seem suited to the company culture.

4. Person/organization match refers to a situation where the candidate characteristics seem suited to the company culture.

5. It is normal for companies to have an 'overstaffing' policy to ensure adequate manpower in the event of sudden increases in business activities.

6. Organizational culture has influences on staffing activities.

7. Job candidates can come from inside the firm.

8. One disadvantage of hiring external candidates is the negative reaction of internal applicants.

9. It is common for companies to have gaps between forecasted labour requirements and the forecasted supply of labour.

10. Retraining staff is part of the long-term plan for companies to deal with employee shortages.

11. Job analysis is the process of studying jobs in order to gather, analyze, synthesize, and report information about job requirements and rewards

12. In analyzing jobs, studying job rewards involves collecting information from employees on preferences and outcomes of jobs.

Continued...

13. A job specification provides information on the job, while a job description focuses on characteristics of the job holder.

14. It is good practice to interview job incumbents when conducting a job analysis.

15. Variety in work duties, autonomy, feedback, and co-worker and supervisor relations are all examples of a job's intrinsic rewards.

16. Voluntary turnover is initiated by the company.

17. Inaccuracies in forecasting and planning can lead to companies being forced to downsize its manpower.

18. Careful selection, adequate training, satisfying conditions, and rewards for retention have all been shown to help lessen voluntary turnover.

19. Non-renewal of contract workers is a one alternative to downsizing.

20. Exit interviews are formal discussions with departing employees, and it can be part of the company efforts towards employee retention.

(Section A Total Marks = 40 marks)

Continued...

SECTION B: Short Essay Questions

There are 6 essay questions in this section. Please answer ALL questions.

Each question is worth 10 marks.

1. Explain what are meant by **open recruitment** and **targeted recruitment**, and **when is best to use** the two different approaches to **external recruitment**.

(10 marks)

2. In terms of **internal recruitment**, when upward mobility is limited in the company, special steps need to be taken to ensure that work remains meaningful and employees remain motivated. One example is employee counseling. Other than counseling, describe **any <u>two</u> other initiatives** that can be implemented for this purpose.

(10 marks)

3. What are the **negative issues** related to the practise of **shortlisting job applicants** by using their **resumes and cover letters**?

(10 marks)

4. Explain what it means for a company to use **performance tests or work samples** in its testing of job applicants. Then, provide **<u>two</u> example scenarios** of such methods.

(10 marks)

5. For assessment of internal candidates, sometimes peer ratings, peer nominations, or peer rankings are used as reference. Describe the strengths and weaknesses of this practise.

(10 marks)

6. Explain the meaning of **'disclaimers' in employment contract documents.** Then, state at least **<u>four</u> good practices** for companies to implement when using disclaimers.

(10 marks)

(Section B Total Marks = 60 marks)

(Exam Total = 100 marks)

End of Page